

***GET THE JOB!***



## GET THE JOB!



In this section, you'll learn valuable tips for boosting your resume or writing one for the first time, the art of filling out an application, how to write a cover letter that demands attention, successful job hunting tips (hint: most jobs never make the papers), how to job shadow and network, what an information interview is and how to make it work for you, and how to wow 'em during an interview. Good luck! You're on your way into the working world.

*One of the more valuable resources for Missouri job seekers is Great Hires, Missouri's Workforce Resource. Find the following resources at:*

**[www.greathires.org](http://www.greathires.org)**

You can access thousands of Missouri jobs with job matches based on skills as well as job titles; job market search feature to find openings by title, skill set, field of study, or zip code; personal home page to store searches, position descriptions, and communication with businesses; and on-line unemployment insurance claim reporting (available in Missouri Career Centers). All greathires.org users can receive personal assistance from staff at Missouri Career Centers. Find your local Missouri Career Center by clicking on the "Missouri Career Center" logo of the website or by calling **1-888-728-JOBS**. There is a list of Career Centers later in this section. Other good resources include **[www.careeronestop.org](http://www.careeronestop.org)** and America's Job Bank, **[www.ajb.org](http://www.ajb.org)**

## RESUME TIPS

*You should use a resume because:*

- It introduces you to the employer and creates the first impression.
- It helps set you apart from the crowd in the interview screening process.
- It jump-starts the process of selling you to prospective employers.
- It summarizes your qualifications and experience.

*Things to keep in mind when creating a resume on-line:*

- Have your personal information organized before you begin entering data.
- Review your electronic resume for spelling errors or incorrect entries.
- If you are using a personal computer in a resource room of a one-stop career center, a public school or public library, there will be someone there to assist you with questions.

*What information should I include?*

**Personal Data:** Include your name, permanent and present addresses, phone numbers and e-mail address.

**Education and Training:** List most recent schools and training. College graduates should list the degree, major and minor areas of study.

**Work Experience:** Cite experience relevant to the job you are seeking.

**School or Community Activities:** Include leadership positions you have held.

**References:** The preferred method is to list your references' name, titles, addresses and phone numbers on the resume, cover letter or on a separate sheet. Don't say "Available on Request."

**Miscellaneous:** Include information such as military service, special skills or knowledge, or membership in professional organizations.



## *There are two ways to organize your resume:*

1. **Skill-Based Method:** Emphasizes skills and abilities gained in previous jobs, activities and accomplishments. Divides qualifications into major functions and provides a brief listing of jobs and dates held.
2. **Reverse-Chronological Method:** Arranges work experience according to date. Highlights a strong work history for someone with experience.

## *The Skill-Based Method*

Joe E. Applicant  
5408 Anywhere Drive  
Jefferson City, MO 65109  
Phone: (573) 893-0001  
E-mail address: applicant@here.now

### *OBJECTIVE*

Seeking a career opportunity in transportation offering travel, advancement and change.

### **EXPERIENCE**

**Truck Driving:** Four years' experience in over-the-road truck driving. Responsible for loading and unloading the trailer. Inspected and prepared trucks for road trips. Fueled and cleaned the trucks. Kept daily logs.

**Cross Country Truck Lines-** Hauled grain and steel across the United States. 5/04 - Present

**XL Refrigerator Lines-** Transported beef sides in eastern United States. 12/01 -2/04

**Machining:** Five years' experience operating machines in a factory setting.

**M & M Machine-** Set-up and operated automatic screw machines. Read blueprints and assisted in keeping tolerances to within +/- .0001 inch. Checked work using precision measuring instruments. Trained employees on machine operations. 5/99-11/01

**Waterloo Machine Shop-** Drilled and bored holes with a radial drill press. Laid out blueprints on steel sheets prior to cutting steel patterns. Kept work area clean. 10/96-3/99

**Construction:** Seven years' experience in the construction trades.

**ABC Construction-** Estimate and bid jobs. Set forms, poured and finished concrete for riverways, foundations, steps and patios. 7/93- 10/99

**XYZ Building and Supply-** Waited on customers and assisted them in selecting home improvement materials. Operated a cash register. Knowledgeable about building material products. 3/92-7/93

### **EDUCATION:**

Valley Community College, Topeka KS  
Blue Hills Technical Center, Canton MA

Machinist Certificate 5/00  
Mechanic Certificate 6/01

# The Reverse-Chronological Method

Joe E Applicant  
5408 Anywhere Drive  
Jefferson City, MO 65109  
USA

Home Phone: (573) 893-0001  
Cell Phone: (573) 751-2240  
E-mail: applicant@here.now

## Objective:

Seeking a career opportunity in transportation that offers travel, advancement and change.

## Employment History:

Cross Country Truck Lines  
5666 Cherry Lane  
Cheyenne, WY 87567  
5/04 - Present

Grain and Steel Transporter

Hauled grain and steel across the U.S.

XL Refrigerator Lines  
2858 Mill Drive  
Boston, MA 26547  
12/01 - 2/04

Beef Side Transporter

Transported beef sides in eastern U.S.

M & M Machine  
9090 River Rd.  
Topeka, KS 60578  
5/99 - 11/01

Machinist

Set up and operated screw machines.  
Trained new employees on machine operation.

## Education, Licenses and Certificates:

Valley Community College  
Topeka KS

Machinist Certificate 5/00

Blue Hills Technical Center  
Canton MA

Mechanic Certificate 6/01

## Awards

Employee of the Month, Cross Country Truck Lines 11/04 and M & M Machine 6/01

## References

Gil Mechnic, Jr. 1919 Robot Way Columbia, MO 65203 (573) 111-1111 mechnic@here.now	Harry B. Truckner 12 Mack Way Taos, MO 61111 (573) 111-1111 hbtruckner@here.now
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## Resume Checklist

### Did you:

- \_\_\_ Emphasize your assets; show how your skills meet the employer's needs?
- \_\_\_ Write in a truthful, clear and concise manner?
- \_\_\_ Say what you wanted to say?
- \_\_\_ Use action verbs?
- \_\_\_ Outline your work history, education, references, etc. on one to two pages?
- \_\_\_ Write your resume in a business-like way?
- \_\_\_ Proof for typing, grammatical and spelling errors?
- \_\_\_ Rewrite the resume several times?
- \_\_\_ Print your resume on high-quality paper for a professional image?
- \_\_\_ Include only relevant information?
- \_\_\_ Check phone numbers, addresses, and e-mail addresses?

### A resume should be:

- Brief: The older you are, the longer it will be. Try to keep it short anyway!
- Clear: Use simple statements.
- Neat: Well typed or printed.
- Honest: 80 percent of employers verify resumes.

*Resources: Ready to Go Resume, Yana Parker*

## APPLICATIONS

A potential employer asks you to fill out a job application. You take it as a sign that the company is interested in you, so you eagerly comply. But as you start filling out the job application, you realize that the extra resumes you brought don't include your former employers' addresses and phone numbers, as resumes typically don't. Until now, you haven't had to recall the street number of the residence where you lived six years ago, so you draw a blank. You can remember your references' names, but not their business phone numbers. You start to get nervous and can't even remember the grade point average you were so proud of ten years ago. So, you have to sheepishly ask if you can take the job application home, like some school kid who didn't do his homework.

Employers are usually in a hurry to fill vacant positions, because the longer it takes, the more it costs them. If they're interested in hiring you, they want to get the ball rolling right away with plenty of leeway for completing paperwork, including time-consuming background, credit and reference checks.

Remember that your resume is only a calling card. Employers often want you to fill out a job application on the day of your first round of interviews, because that's what they really need to start the ball rolling. So one of the worst things you can do is to turn in an incomplete job application or delay the process by asking to take it home. Don't get beat by competing candidates. *Source: [www.about.com](http://www.about.com), Careers, Job Searching*

### *Here are some tips for successfully completing an application*

1. Read directions before you write.
2. Be prepared. Take all the information you might need with you:
  - Dates and addresses of all last work experience (paid and volunteer)
  - Names and addresses of schools attended and references
  - License numbers, social security number, health card, etc.
  - Resume
3. Print neatly. Make sure spelling and grammar is correct. Take two copies of the application, just in case you make a mistake. Be absolutely sure that your writing is legible.
4. Answer all items or explain any items left blank.
5. Include any and all skills that apply to this job (including hobbies, clubs, volunteer work, etc.).
6. Pitch your skills and experience to match what you think the employer is looking for. Don't sell yourself short; include information that would give the employer a better picture of your special talents and skills.
7. If there are problems or questions about your health, legal status, or reasons for leaving school or jobs, try to be as positive as possible and leave long explanations for the interview. Be prepared to deal with the questions later.
8. Take your own pen! Black ink only. Don't assume the company stocks pens.
9. Have someone proofread your application if at all possible.
10. *Take the time to do it right.* Work quickly and efficiently, make sure all information is complete and correct, then hand it in.

You can find some sample job applications at: <http://www.nhlink.net/employe/example.htm>

Another excellent application resource can be found at: <http://jobsearchtech.about.com/od/interview/l/aa041000.htm>

# COVER LETTERS

Send a cover letter whenever you send a resume.

## *A cover letter:*

- Explains why you are sending your resume.
- Gets the employer interested in your resume.
- Targets the resume to a specific position or career field.

## *What should I include?*

Cover letters are clear and concise. They usually have three to four paragraphs consisting of the opening, the body and the closing.

## *The opening*

- State why you are writing.
- Indicate the position you would like to apply for and how you learned of the opening.
- Get the employer's interest by touching on your skills.

## *The body*

- Don't repeat all of the information in your resume.
- Direct the employer's attention to the skills that make you right for the job.
- Point out what you can contribute to the company, not what you want from them.
- Mention that your resume is attached for more details.

## *The closing*

- Indicate that you look forward to meeting the employer.
- Take the initiative and let the employer know how and when you will contact him or her to set up an appointment.
- Use phrases like "get together" or "meet with you" instead of "interview."

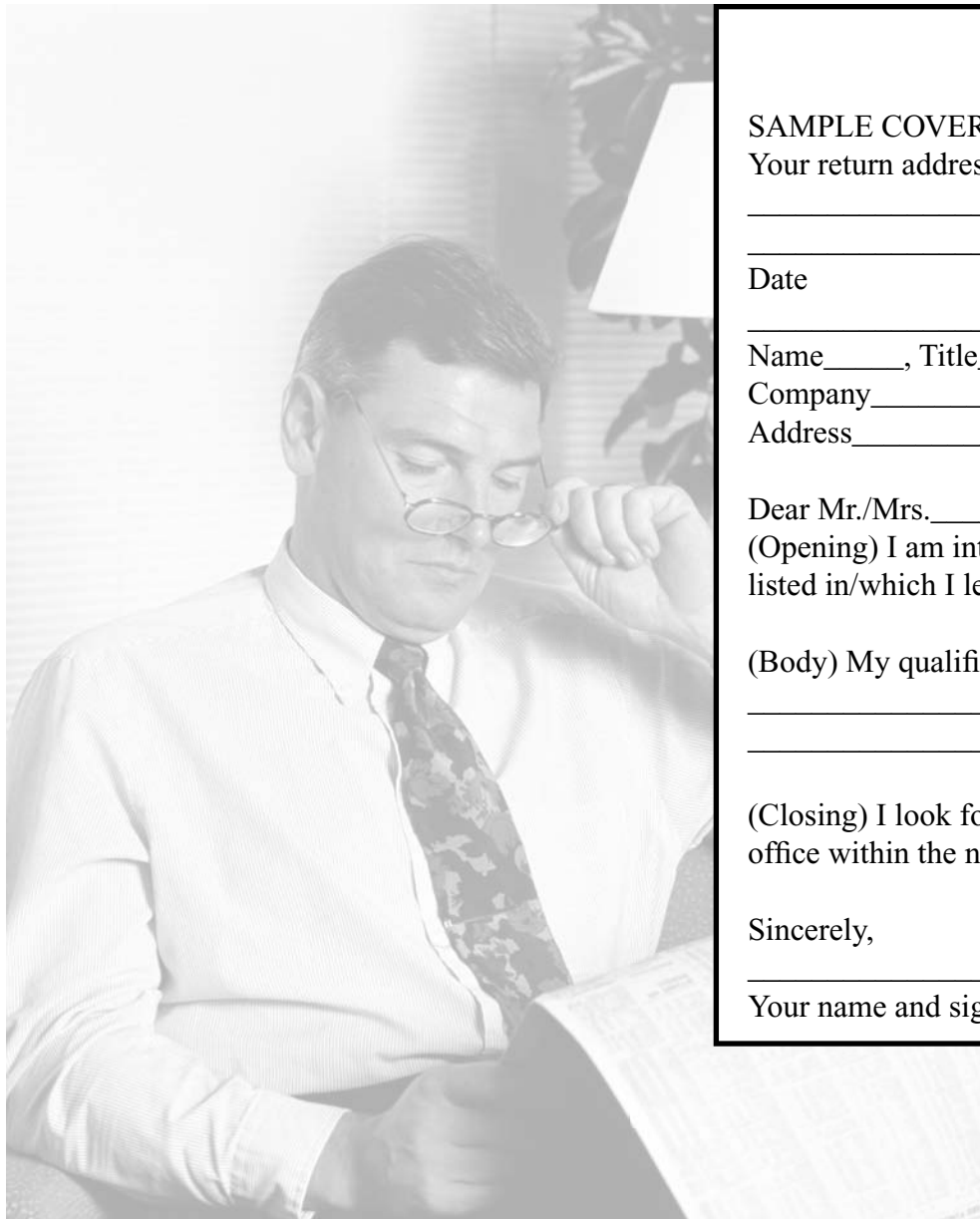
## *Cover Letter Checklist*

### **Have you:**

- ☐ Included your complete return address, phone number, and e-mail address?
- ☐ Chosen appropriate salutations (Dear Mr./Ms./Mrs.)?
- ☐ Chosen a business-like format?
- ☐ Written an introductory paragraph that grabs attention?
- ☐ Highlighted key strengths and abilities?
- ☐ Demonstrated how your abilities would be a valuable asset to the company?
- ☐ Stated your relevant education and experience?
- ☐ Proofread for typing, grammatical and spelling errors?

*Resource: The Perfect Cover Letter, Richard H. Beatty, 1989, John Wiley & Sons, Inc.*





## SAMPLE COVER LETTER FORMAT

Your return address

\_\_\_\_\_  
\_\_\_\_\_

Date

\_\_\_\_\_  
Name\_\_\_\_\_, Title\_\_\_\_\_

Company\_\_\_\_\_

Address\_\_\_\_\_

Dear Mr./Mrs.\_\_\_\_\_:

(Opening) I am interested in applying for the position of \_\_\_\_\_, which was listed in/which I learned from \_\_\_\_\_.

(Body) My qualifications for the position include \_\_\_\_\_

\_\_\_\_\_. My enclosed resume includes further details.

(Closing) I look forward to meeting with you to discuss my qualifications. I will call your office within the next week to confirm a convenient day and time.

Sincerely,

\_\_\_\_\_  
Your name and signature

## ***JOB HUNTING***

Hunting for a job is a difficult process. Finding the ideal job is up to you. The **traditional** job-hunting approach involves looking in newspaper want ads, searching through help-wanted notices on bulletin boards, going to employment agencies and applying for available jobs at personnel departments. The key component is that you are reacting to a publicly offered job. With the nontraditional or **active** job-hunting strategy, you do not wait until there is a job opening but use techniques that lead you to jobs before they are ever publicly announced. When you're proactive sometimes a new job may be created for you.

### ***Active Job Hunting Top Ten***

1. The best jobs go to the best job hunters and not necessarily to the most qualified people.
2. Thinking is vital to your finding a good job—your fears and anxiety about finding work may keep you from thinking.
3. People hire you because you have something to give to them, not because you need a job.
4. Ask potential employers and job contacts for advice. They love it. Ask for their advice about positions, companies and opportunities. Do not ask for a job.
5. Going strictly by the book is only likely to get you in the book and not the job. Think of new and creative solutions to an employer's problems or to your job hunt.
6. Use the Internet and telephone. These are fast ways to get enormous amounts of relevant information. Never ask for a job over the phone.
7. Resumes can be like junk mail. Do not rely on the resume as your only method of finding a job.
8. Learn to speak the language. Each field has words and phrases with special meaning.
9. A word of advice about personnel offices and employment agencies: they see many people looking for jobs, so their goal becomes screening people out, not in. Employment agencies never work as hard for you or care as much about your job search as you do.
10. The person at the top may be waiting for you. You will probably be rejected many times. However, the president, department head, chief executive officer or owner may be willing to talk directly to you about a future position.

### ***Traditional Approach Versus Active Approach***

#### **Traditional**

##### ***Advantages***

- It provides a familiar structure.
- Applicants who look good on paper have an edge.
- People with interests and skills that fit standard positions have an edge.

##### ***Disadvantages***

- Less than 50 percent of jobs are obtained this way.
- The emphasis is on fitting a person to a job, not a job to a person.
- People wanting to make a career change or transfer skills to other areas are often overlooked.
- People seeking to blend skills rarely find positions this way.

#### **Active**

##### ***Advantages***

- Allows you to find unadvertised jobs.
- De-emphasizes comparison with others, highlights your unique skills.
- Allows you to find out a lot about the potential employer.
- Allows you to create a job using your unique skills.

##### ***Disadvantages***

- It is an unfamiliar approach for many job seekers.
- It requires time and energy.
- It requires assertiveness and a take-charge attitude that some find difficult.

## ***Seven New Rules of the Working World***

1. **Be a Jack/Jill of All Trades-** The most employable worker is the multi-skilled, versatile worker.
2. **Get an Edge and Keep it Sharp-** Identify what you do best and continuously strive to improve upon and upgrade your skills.
3. **There Is No “I” in Team-** Today’s workforce is a partnership of employees who can interact with each other and apply their individual strengths for the good of all.
4. **Born to be Wired-** There is no substitute for computer and technology skills.
5. **Watch Your Language!-** The ability to express yourself clearly and precisely is one of the skills employers value the most.
6. **May I Help You?-** The ability to maintain good customer relations is one of the most sought-after skills in any business.
7. **Networking Works-** You will always benefit from building a relationship with people both inside and outside the workplace.

*Source: Connecticut Career Resource Network*

## ***JOB SHADOWING***

### ***What is job shadowing?***

Job shadowing is a temporary, unpaid exposure to the workplace in an occupational area of interest. You’ll witness firsthand the work environment, skills, the value of professional training and potential career options. Job shadowing is designed to increase career awareness, help model your career through example and reinforce the link between learning and work requirements. Job shadowing is limited because you can only observe. Direct work experience, responsibility and skills are not acquired.

### ***Where do you shadow?***

Almost any workplace is a potential job shadowing site. Check out the programs through your current or future school, but be aware that safety or security regulations may prohibit job shadowing in some industries.

*For more information on job shadowing, go to:*

[www.jobshadow.org](http://www.jobshadow.org)



## NETWORKING

Did you know that 80 percent of all job openings never reach the general public? Most people find jobs by directly contacting an employer or by word-of-mouth. It is not luck. There are definite strategies job seekers can use to tap into the hidden job market. Successful job hunters learn to develop their own job leads. They make contacts with employers before positions become available. They also use whatever contacts they have to learn of prospective openings. They work at developing new ones, too—that's networking. Keep in mind networking requires time, energy and planning.

**Start by contacting people you already know.** Your friends, family, neighbors and co-workers can all be part of your initial network. Don't hesitate to let people know you are job hunting; it is part of the job search process.

**Give your contacts adequate information.** Specify your skills, qualifications and the type of job you are pursuing. Give everyone a copy of your resume.

**Expand your networking contacts.** Networking is not limited to job leads. Your contacts can provide useful information about businesses and industries and referrals to people in your field. It is up to you to follow through on information you are given. Try to talk with the people who hire. As your network expands, the prospect of finding a job increases.

**Keep records of your networking.** Record the names of the people you contact and the information they provide. An index card filing system provides organization and a visual reminder of your progress.

**Follow up as you establish your network.** Maintain contact with people in your network. Remind them that you are still committed to your job search. Let them know of your progress. If someone is helpful, write a thank you note.

**Be aware of the impression you make.** Treat everyone with courtesy and respect. First impressions count. Never be rude, and never try to pressure anyone into finding you a job. Go over what you want to say beforehand if you are nervous. Always express your appreciation to anyone who takes the time to speak with you.

Adapted from *Job Hunting: A Self-Directed Guide* by Lauren Collins and Charlie Mitchell.

### ***Ten Networking Tips***

(Adapted from *Networking* by Mary Scott Welch.)

1. Do give as much as you get.
2. Don't be afraid to ask. Use your network!
3. Don't ignore your obvious networks: friends, family, clubs, church.
4. Do report back to the network or individual about your progress.
5. Do follow up on leads.
6. Don't expect your network to function as a placement office.
7. Don't be discouraged if someone brushes you off.
8. Do refine your questions so that people can respond.
9. Do keep expanding your network.
10. Do accept advice when you've asked for it - avoid the "yes but" response.

## *Examples of Networking Techniques*

“I’m looking for an entry level job in events management -- Do you know anyone who is working as a convention planner or events manager? Do you know anyone who works for X company or Y company? Can you give me their name and telephone number? May I say that I got his/her name from you?”

“Hello, Mr. Wise, my name is Bill Wynn. Martha Pabon suggested I speak to you about a career change I’m considering. I was a financial analyst with Mammoth Bank for seven years. Since their merger, I’ve been exploring options in finance and accounting. I’d like to meet with you next week for about 20 to 30 minutes to get any advice you have to offer. Would Tuesday morning be convenient?”

### ***Maintaining Your Momentum***

**Find ways to handle stress.** Job hunting is energy draining, nerve-racking and frustrating. Too much stress can cause fatigue, feelings of helplessness or burnout. When you feel stressed, take time to renew yourself through a favorite activity or hobby. Alcohol or drugs won’t help. Exercise is a great stress reliever. Eat well, too. You will be able to return to your job search energized and confident.

**Develop a support group.** There may be times during the job search when you feel discouraged and down on yourself. Find at least two people who support your goals and with whom you feel comfortable talking. When you are discouraged, call these people and share your progress.

**Set realistic short-term goals.** Focusing only on your major goal can be overwhelming. Break your job search down into a series of small steps. This will help you monitor your progress, make your efforts more efficient and provide a sense of satisfaction as you complete each task. If your major goal is to find a job within the next three months, your short-term goal could be to contact at least three employers this week.

**Avoid stops and starts.** Putting continuous effort into your job search is better than an on-again, off-again job search. Many job hunters focus all their attention on one job lead. If rejected, they don’t do any job hunting until the next big lead comes along. This style is not good because it puts too much emphasis on one job. Effective job hunters always look for job leads.

**Learn to cope with rejection.** Rejection is part of life. For every positive response, you will receive a number of negative responses. Receptionists may be unhelpful, personnel directors may not return calls, companies may insist they cannot use you. Don’t take it personally.

**Do not procrastinate.** If you are procrastinating writing your resume or calling employers, do something to get yourself going. If you are a procrastinator by nature, now is the time to overcome a bad habit. There are a number of self-help books on procrastination available at libraries and bookstores.

**Reassess your job-search progress.** Occasionally reassess your goals and your general progress. Are there unforeseen obstacles? Do certain skills need improvement? Do you need more information? You may need to adjust your goals or take new measures to meet them. Seek assistance, advice and suggestions when needed. An obstacle need not end your job search.

# ***INFORMATION INTERVIEWING***

## ***What is an information interview?***

It's the process of gathering information through contacts. The most successful job hunters spend time talking to people and actively listening in various businesses and organizations before seeking job interviews.

## ***Information interviewing may help you:***

- Tap into a valuable source of career information.
- Gain a better idea of how your experiences can fit specific industries or fields.
- Learn firsthand what type of work environment different jobs offer.
- Decide what you want to do.
- Target your job search and market your skills effectively to employers.
- Build confidence in approaching others.

## ***Where to begin?***

- Chambers of Commerce often provide listings of area businesses
- Area Extension specialists
- Educators
- Guidance counselors
- Community workers
- Telephone directories
- Internet

## ***What are some typical questions?***

- What is a typical day like for you?
- What do you like least/most about your job?
- What types of changes are occurring in your field?
- How did you get into this type of work?
- What is your background?
- What types of skills or training are needed for this job?
- What type of advancement opportunities does this company offer?
- How do salaries in this field compare with other fields?
- What suggestions do you have for someone who is interested in this type of work?
- Whom do you suggest I talk to for further information?
- May I use your name in contacting them?

## ***Guidelines for an information interview***

1. Your primary goal is to gather information, not to develop job leads.
2. Talk with the everyday people who are doing the type of work you might like to do.
3. Review what is available on the Web or in print about a particular career, company, organization or business before you interview others.
4. Ask for an appointment ahead of time.
5. Get permission to use someone's name when making contacts.
6. Keep records of the information you receive.
7. Send a thank-you note after the interview.

## ***Other references:***

Stoodley, Martha. *Information Interviewing: What it is and How to Use it in Your Career.*

## ***Eight Keys to Being a Valued Worker***

### **1. Personal Values**

#### ***Valued Workers:***

- Are honest
- Are motivated
- Have personal and career goals
- Have a positive self-image
- Reach beyond personal limitations
- Exhibit a good attitude

### **2. Problem-Solving/Decision-Making Skills**

#### ***Valued Workers:***

- Are flexible
- Are creative and innovative
- Can reason and make objective judgments
- Adapt to change
- Plan and organize work

### **3. Relations with Other People**

#### ***Valued Workers:***

- Are team workers
- Are friendly
- Are cooperative
- Are tactful
- Have leadership qualities
- Respect the rights and property of others
- Accept authority and supervision
- Respect constructive criticism
- Respect diversity

### **4. Communication Skills**

#### ***Valued Workers:***

- Ask questions and listen well
- Express themselves clearly
- Seek help when needed
- Notify supervisor of absences

### **5. Task-related Skills**

#### ***Valued Workers:***

- Complete work on time
- Work neatly and accurately
- Care for tools and materials
- Follow directions
- Complete tasks
- Work to improve their performance

### **6. Maturity**

#### ***Valued Workers:***

- Are reliable and dependable
- Accept responsibility
- Show pride in their work
- Are willing to perform extra work and work overtime
- Work well without supervision
- Show initiative
- Are assertive when necessary
- Have confidence in themselves

### **7. Health and Safety Habits**

#### ***Valued Workers:***

- Observe safety rules
- Take an interest in good health habits
- Dress appropriately
- Practice good personal hygiene

### **8. Commitment to a Job**

#### ***Valued Workers:***

- Want to learn more
- Are enthusiastic
- Give their best efforts
- Are punctual and have good attendance
- Exhibit loyalty to their company
- Show concern for their future





## ***INTERVIEW TIPS***

Take a deep breath. You have one final hurdle between you and your dream job – the interview.

***Know Yourself.*** Reassess your skills, abilities, experiences and accomplishments. Be ready to respond to questions about yourself; be able to communicate how you can meet the employer's needs.

***Research the Job.*** Before the interview, learn as much as you can about the organization. Research the product manufactured or the service provided. Resources include the Internet, company literature and brochures, telephone books and Chamber of Commerce publications. Friends, libraries and networking contacts also may be good sources.

***Listen Carefully to Interview Questions.*** Some questions may have several interpretations. If this occurs, state what you think you were asked, or ask for more specific information before responding. For some questions, you may need a few seconds to think about your response before answering. That's okay; better to pause than babble.

***Practice Makes Perfect.*** Practice answering interview questions—but don't memorize answers. It is more important to be prepared for a variety of questions. Practice with a friend or family member. Imagine yourself in an interview responding successfully to the questions and feeling good about your answers.

***Show Enthusiasm.*** Indicate to the employer that you are interested. Medley, in *Sweaty Palms*, says enthusiasm, sincerity, tact and courtesy are important qualities to communicate to the interviewer. Be as natural and comfortable as possible.

***Dress for the Interview.*** Project an image that matches the requirements of the job and the company. Feel great about the way you look.

***Salary and Benefits.*** Salary is almost always an interview concern—despite its importance, don't bring it up first. Generally, interviewers will not want to discuss salary until they have formed a favorable impression of you. It is helpful if you can find out what the position pays when researching the company.

***Handling Potentially Discriminatory Questions.*** By law, pre-employment inquiries may not be asked that may discriminate on the basis of race, color, religion, sex, national origin or age. Medley, in *Sweaty Palms*, says if your reply can't hurt you, answer the question, but let the interviewer know that you know the law. Try to respond with more appropriate job-related information.

### ***Questions you may be asked at your next job interview***

- Tell me about yourself.
- What courses did you like best in school?
- Tell me about your previous work experience.
- What are your career goals?
- What do you consider your greatest strengths and weaknesses?
- What do you know about this company?
- What qualifications do you have that would make you successful?
- How much money do you expect to make?
- Have you ever been fired from a job?
- Why should I hire you?

### ***Other Resources***

Medley, Anthony, H. *Sweaty Palms, The Neglected Art of Being Interviewed.*

Fry, Ron. *101 Great Answers to the Toughest Interview Questions.*

Krannich and Krannich. *Interview for Success.*

Fein, Richard. *111 Dynamite Ways to Ace Your Job Interview.*

### ***Top 10 questions YOU should ask the interviewer***

- What are the job responsibilities?
- What are the promotion policies?
- What type of person do you need to fill this position?
- What do you like most about (name of company)?
- How are the goals and objectives set at (name of company)?
- What is the work/educational background of your employees?
- Can you tell me something about the department/area/location in which I'd be working?
- Would there be a training period, or would I start immediately?
- How would I be evaluated?
- What do you see happening 10 years from now at (name of company)?



### ***Don't forget to say thank you!***

Follow up on your interview with a thank you. Writing a thank-you note is another chance for you to stand out positively from the crowd. Common courtesy says you should always thank people for taking the time to interview you and provide you with information. But there are solid career reasons, too.

### ***A thank you letter***

- Reminds the employer of your skill and enthusiasm for the position.
- Helps the employer remember you.
- Leaves a good impression in the interviewer's mind.
- Encourages her or him to offer you a job or provide further contacts.

## ***CAREER AGENCIES***

### ***WORKFORCE DEVELOPMENT***

The Division of Workforce Development strives to provide jobseekers with access to jobs with increased earning potential and provide employers with a skilled workforce. Each year, thousands of jobseekers receive services from the Division and other workforce system partners that include finding job openings, being referred to jobs and training services, obtaining labor market information or learning how and where to seek employment on their own.

Missouri Career Centers are located in many communities around the state. These centers are equipped with personal computers for word processing, resume templates and Internet access; fax machines; telephones; and newspapers which are accessible through self-service resource rooms and are available to aid Missouri's job seekers in their search for employment.

Job seekers and employers are able to link together through the Internet at [www.greathires.org](http://www.greathires.org) 24 hours a day. This website also allows job seekers to view thousands of Missouri job openings. They may review career information, create a resume and post it so that it may be seen by employers locally, across the state, or nationwide.

Veterans receive first priority referral to all jobs and training opportunities for which they are qualified. Many locations have a representative who specializes in helping veterans. Referrals to the U.S. Department of Labor-Veterans' Employment and Training Service is also available for access to additional services for veterans.

Additional information regarding the programs and services offered may be found by contacting the Missouri Career Center in your area. Call 1-888-728-JOBS (5627) to be connected to the Missouri Career Center nearest you.

Auxiliary aids and services are available upon request to individuals with disabilities. The Missouri Division of Workforce Development is an Equal Opportunity Program/Employer.



## ***CAREER CENTERS***

### ***Arnold***

3675 West Outer Road, Ste. 102  
Arnold, MO 63010-5231  
636-287-8909  
636-287-8932 (Fax)  
**arnold@ded.mo.gov**

### ***Branson***

2720 Shepherd of the Hills Exprwy.  
Ste. D3  
Branson, MO 65616-8103  
417-334-4156  
417-334-4159 (Fax)  
**branson@ded.mo.gov**

### ***Camdenton***

106 West Highway 54  
P.O. Box 66  
Camdenton, MO 65020-0066  
573-346-5616  
573-346-2007 (Fax)  
**camdenton@ded.mo.gov**

### ***Cape Girardeau***

216 North Fountain Street  
Cape Girardeau, MO 63701  
573-290-5766  
573-290-5746 (Fax)  
**capegirardeau@ded.mo.gov**

### ***Caruthersville***

913 Highway 84 West  
Caruthersville, MO 63830-8113  
573-333-0409  
573-333-1073 (Fax)  
**caruthersville@ded.mo.gov**

### ***Chillicothe***

601 W. Mohawk Road  
Chillicothe, MO 64601-3919  
660-646-0671  
660-646-5803 (Fax)  
**chillicothe@ded.mo.gov**

### ***Clinton***

1661 North Second Street  
Clinton, MO 64735-1193  
660-885-5541  
660-885-8541 (Fax)  
**clinton@ded.mo.gov**

### ***Columbia***

1500 Vandiver Drive, Ste. 115  
Columbia, MO 65202-1921  
573-882-8821  
573-884-5055 (Fax)  
**columbia@ded.mo.gov**

### ***Florissant***

4040 Seven Hills Dr, Ste 166  
Florissant, MO 63033-6767  
314-877-3010  
314-877-3020 (Fax)  
**florissant@ded.mo.gov**

### ***Ft. Leonard Wood***

Room 2203, Building 470  
P.O. Box 440  
Ft. Leonard Wood, MO 65473-0440  
573-596-0294  
573-596-0281 (Fax)  
**fortwood@ded.mo.gov**

### ***Hannibal***

203 North Sixth Street  
Hannibal, MO 63401-3412  
573-248-2520  
573-248-2526 (Fax)  
**hannibal@ded.mo.gov**

### ***Independence***

15301 East 23rd Street South  
Independence, MO 64055-1698  
816-325-5890  
816-325-5825 (Fax)  
**independence@ded.mo.gov**

### ***Jefferson City***

1716 Four Seasons Drive, Suite 101  
Jefferson City, MO 65101-1815  
573-526-8115  
573-526-3494 (Fax)  
**jeffcity@ded.mo.gov**

### ***Joplin***

730 South Wall Avenue  
Joplin, MO 64801-4542  
417-629-3000  
417-629-3011 (Fax)  
**joplin@ded.mo.gov**

### ***Kansas City Downtown***

1740 Paseo  
Kansas City, MO 64108  
816-471-2330  
816-471-2136 (Fax)  
**rroyston@ded.mo.gov**

### ***Kansas City Northland***

3100 NE 83rd Street, Ste. 1201  
Kansas City, MO 64119-4465  
816-437-3635  
816-468-1943 (Fax)  
**gladstone@ded.mo.gov**

### ***Kansas City South***

6801 A Longview Road  
Kansas City, MO 64134-3315  
816-325-1000  
816-325-1010 (Fax)  
**kansascitysouth@ded.mo.gov**

### ***Kennett***

1100 South By-Pass, Ste. 2  
Kennett, MO 63857-3738  
573-888-4518  
573-888-1324 (Fax)  
**kennett@ded.mo.gov**

### ***Kirksville***

2105 East Normal  
Kirksville, MO 63501-6503  
660-785-2400  
660-785-2404 (Fax)  
**kirksville@ded.mo.gov**

### ***Lebanon***

2639 S. Jefferson Ave, Ste. 1  
Lebanon, MO 65536-5205  
417-532-6146  
417-532-6013 (Fax)  
**lebanon@ded.mo.gov**

### *Lexington*

802 South Route 13  
Lexington, MO 64067-1516  
660-259-4671  
660-259-2791 (Fax)  
**lexington@ded.mo.gov**

### *Maplewood*

3256 Laclede Station Road, Ste. 103  
Maplewood, MO 63143-3753  
314-877-0001  
314-877-0022 (Fax)  
**stlouiscountydeercreek@ded.mo.gov**

### *Maryville*

Community Services, Inc.  
1212B South Main Steet  
Maryville, MO 64468  
660-582-8980  
660-582-8975 (Fax)  
**twest@asde.net**

### *Mexico*

3626 B South Clark  
Mexico, MO 65265-4104  
573-581-4576  
573-581-4590 (Fax)  
**mexico@ded.mo.gov**

### *Moberly*

1212 West Highway 24  
Moberly, MO 65270-3109  
660-263-5850  
660-263-3901 (Fax)  
**moberly@ded.mo.gov**

### *Monett*

309 E. Cleveland  
Monett, MO 65708-1704  
417-235-7877  
417-235-5620 (Fax)  
**monett@ded.mo.gov**

### *Nevada*

621 East Highland Avenue, Suite 3  
Nevada, MO 64772-1022  
417-448-1177  
417-448-1139 (Fax)  
**nevada@ded.mo.gov**

### *Park Hills*

16 South Coffman  
Park Hills, MO 63601-2552  
573-431-1510  
573-431-8073 (Fax)  
**parkhills@ded.mo.gov**

### *Poplar Bluff*

1903 Northwood Drive  
Poplar Bluff, MO 63901-2300  
573-840-9595  
573-840-9594 (Fax)  
**poplarbluff@ded.mo.gov**

### *Rolla*

1202 Forum Drive  
Rolla, MO 65401-2562  
573-364-7030  
573-364-1865 (Fax)  
**rolla@ded.mo.gov**

### *Sedalia*

215 East Fifth Street  
Sedalia, MO 65301-4506  
660-530-5627  
660-530-5633 (Fax)  
**sedalia@ded.mo.gov**

### *Sikeston*

202 S. Kingshighway  
Sikeston, MO 63801-2946  
573-472-5250  
573-472-4577 (Fax)  
**sikeston@ded.mo.gov**

### *Springfield*

1514 South Glenstone  
Springfield, MO 65804-1436  
417-887-4343  
417-888-4076 (Fax)  
**springfield@ded.mo.gov**

### *St. Charles County*

212 Turner Blvd.  
St. Peters, MO 63376-1079  
636-278-1360  
636-278-1843 (Fax)  
**stcharles@ded.mo.gov**

### *St. Joseph*

301 South Seventh Street  
St. Joseph, MO 64501-2284  
816-387-2380  
816-387-2029 (Fax)  
**stjoseph@ded.mo.gov**

### *St. Louis Central*

4811 Delmar Boulevard  
St. Louis, MO 63108-1732  
314-877-0916  
314-877-0931 (Fax)  
**stlouiscentral@ded.mo.gov**

### *St. Louis County N. Oaks*

26B North Oaks Plaza  
St. Louis, MO 63121-2911  
314-381-6700  
314-381-7247 (Fax)  
**vernon\_square@ded.mo.gov**

### *St. Louis County S. Service*

7545 S. Lindbergh Blvd., Ste. 140  
St. Louis, MO 63125-4839  
314-416-2917  
314-416-2915 (Fax)  
**stlouiscountysouth@ded.mo.gov**

### *St. Louis*

1017 Olive  
St. Louis, MO 63101  
314-589-8000  
314-231-7923 (Fax)  
**info@stlworks.com**

### *Trenton*

912 Main Street  
Trenton, MO 64683  
660-359-3533  
660-359-3082 (Fax)  
**darr@ghcaa.org**

### *Warrensburg*

1034 South McGuire St., Ste. C  
Warrensburg, MO 64093  
660-429-2504  
660-429-2570 (Fax)

### *Warrenton*

122 East Booneslick Road  
Warrenton, MO 63383-2004  
636-456-9467  
636-456-2329 (Fax)  
**1-800-264-5872**

### *Washington*

1108 Washington Square Shopping Ctr.  
Washington, MO 63090-5304  
636-239-6703  
636-239-0329 (Fax)  
**washington@ded.mo.gov**

### *West Plains*

3417 Division Drive, Suite 1  
West Plains, MO 65775-5789  
417-256-3158  
417-256-8059 (Fax)  
**westplains@ded.mo.gov**



## ***EDUCATIONAL OPPORTUNITY CENTERS***

Educational Opportunity Centers help people match their interests and strengths with appropriate college majors and career opportunities. The Higher Education Center of St. Louis and the U.S. Department of Education sponsor the Educational Opportunity Center. Services are provided free of charge. Anyone may use the Center's services.

Individuals wanting to further their education can get help in:

- Career exploration
- Interest inventory testing
- College and vocational/technical school selection
- One-on-one educational counseling
- Financial aid application assistance
- Admissions application assistance
- Choosing a right course of study
- Helping build self-confidence
- Student loan default remedies

Educational Opportunity Centers are located throughout Missouri and three full-time locations in Illinois and Kansas.

### **Illinois**

#### ***Alton***

651 E Broadway  
Alton, IL 62002  
618-465-5124

#### ***Belleville***

110 N High, Ste 1  
Belleville, IL 62220  
618-235-1776

#### ***East St. Louis***

East St. Louis Higher Educ. Campus  
Building B, Second Floor, Suite 2079  
601 James R. Thompson Boulevard  
East St. Louis, IL 62201-3027  
618-271-2643

### **Missouri**

#### ***Forest Park***

4495 Forest Park Ave.  
St. Louis, MO 63108  
314-535-6670

#### ***Kansas City***

3100 Main Street  
Kansas City, MO 64111  
816-759-4400

#### ***Midtown St. Louis***

1408 N. Kingshighway, Suite 107  
St. Louis, MO 63113  
314-367-8100

#### ***Neosho***

P. O. Box 688  
Neosho, MO 64850  
417-455-5608

#### ***Northside St. Louis***

13 North Oaks Plaza  
Natural Bridge at Lucas & Hunt  
St. Louis, MO 63121-2911  
314-385-4005

#### ***Southside St. Louis***

4644 Gravois Ave.  
St. Louis, MO 63116-2446  
314-352-4113

### **Kansas**

#### ***Kansas City***

4th and State Avenue, Ste. 105  
Kansas City, KS 66101  
888-320-4097

#### ***Lawrence***

The University of Kansas  
305 Joseph R. Pearson Hall  
Lawrence, KS 66045  
888-320-4097

#### ***Topeka***

1111 SW Gage, Ste. 300  
Topeka, KS 66604  
785-272-5828

# ***VOCATIONAL REHABILITATION CENTERS***

## ***What is Vocational Rehabilitation?***

It is a program that helps persons with a physical or mental impediment obtain employment.

## ***Eligibility***

If you answer “yes” to each of the following questions, you may be eligible for vocational rehabilitation services.

- Do you have a physical or mental impairment?
- Does your impairment make it difficult for you to be employed?
- Can Vocational Rehabilitation services assist you in returning to employment?

## ***Where to apply?***

Contact the nearest Vocational Rehabilitation Center or write to the following address:

Coordinator  
Vocational Rehabilitation  
3024 W. Truman Blvd.  
Jefferson City, MO 65109  
573-751-3251  
<http://vr.dese.mo.gov>

## ***What services may be provided?***

- Vocational guidance.
- A doctor’s examination to evaluate the extent of your disability.
- Medical and hospital care to reduce your disability so that you can work.
- Such items as artificial arms and legs, braces, wheelchairs or hearing aids to increase your ability to work.
- Job training. This may include college education, commercial or trade school, or on-the-job training.
- Work evaluation and adjustment.
- Transportation allowance while you are receiving medical treatment or job training arranged by your counselor.
- An allowance sufficient for noon meals if you receive job training in your home community.
- The cost of room and board if you are receiving job training away from your home community.
- Equipment that you will need when you are ready to go to work (including tools and a license if you need one).
- Help in finding a job.
- Help in solving problems that you may run into on the job.

A specialized service is the Rehabilitation Services for the Blind (RSB). RSB is a vocational rehabilitation service provided by the Missouri Department of Social Services, which offers people who are blind and visually impaired services and training leading to success in employment.

If you are interested in the services offered by Rehabilitation Services for the Blind, please visit the website at:

[www.dss.mo.gov/fsd/rsb/vr.htm](http://www.dss.mo.gov/fsd/rsb/vr.htm), call toll free at 1-800-592-6004, or send an e-mail to **Janice.M.Phillips@dss.mo.gov**

## ***VOCATIONAL REHABILITATION CENTERS***

### ***Cape Girardeau***

PO Box 1087  
3102 Blattner Drive, Suite 103  
Cape Girardeau, MO 63702  
573-290-5788; 877-702-9883  
TDD: 573-290-5385; Fax: 573-290-5921

### ***Chillicothe***

603 West Mohawk  
Chillicothe, MO 64601-3919  
660-646-1542; 866-572-4049  
Fax: 660-646-9741

### ***Columbia***

1500 Vandiver Dr., Suite 111  
Columbia, MO 65202-1563  
573-882-9110; 877-222-8961  
Fax: 573-884-5250; TDD: 573-882-9117

### ***Farmington***

PO Box 230  
800 Progress Drive  
Farmington, MO 63640-9157  
573-218-6100; 800-640-7110  
Fax: 573-218-6107; TDD: 573-218-6119

### ***Hannibal***

112 Jaycee Drive  
Hannibal, MO 63401-2275  
573-248-2410; 877-222-8960  
Fax: 573-248-2409

### ***Jefferson City***

1500A Southridge Dr.  
Jefferson City, MO 65109-1135  
573-751-2343; Fax: 573-526-4474

### ***Joplin***

801 E. 15th Street  
Joplin, MO 64804-0922  
417-629-3067; 877-222-8964  
Fax: 417-629-3148

### ***Kansas City Downtown***

615 East 13th St.  
KC State Building Room G-3  
Kansas City, MO 64106-2870  
816-889-2581; Fax: 816-889-2586

### ***Kansas City East***

243 NW Executive Way  
Lee's Summit, MO 64063  
816-622-0600; Fax: 816-662-0610

### ***Kansas City North***

310 NW Englewood, Suite 300  
Gladstone, MO 64118-0040  
816-467-7900; 877-270-0198  
Fax: 816-467-7924; TDD: 816-270-0201

### ***Kirksville***

1412 North Osteopathy, Suite B  
Kirksville, MO 63501-3581  
660-785-2550; 877-222-8962  
Fax: 660-785-2552

### ***Nevada***

621 East Highland, Ste. 2  
Nevada, MO 64772-3971  
417-448-1332; 800-598-3471  
Fax: 417-448-1351

### ***Poplar Bluff***

1903 Northwood Drive, Ste. 3  
Poplar Bluff, MO 63901  
573-840-9550; 800-281-9894  
Fax: 573-840-9551

### ***Rolla***

1101 W. Kingshighway  
PO Box 550  
Rolla, MO 65401-0550  
573-368-2266; 800-890-2867  
Fax: 573-368-2382

### ***Sedalia***

2115 W. Broadway  
Sedalia, MO 65301-2114  
660-530-5560, 800-924-0419  
Fax: 660-530-5567

### ***St. Charles***

3737 Harry S. Truman Blvd., Suite 400  
St. Charles, MO 63301-4052  
636-940-3300; Fax: 636-940-3313

### ***St. Joseph***

State Office Building  
525 Jules, Room 201  
St. Joseph, MO 64501-1990  
816-387-2280; 877-702-9876  
Fax: 816-387-2089

### ***St. Louis Downtown***

3101 Chouteau  
St. Louis, MO 63103  
314-301-7281; Fax: 314-301-7228

### ***St. Louis North***

4040 Seven Hills Road  
Florissant, MO 63033  
314-877-3200; Fax: 314-877-3201

### ***St. Louis South***

3248 Laclede Station Road  
St. Louis, MO 63143  
314-877-1900; 877-222-8968  
Fax: 314-877-1920

### ***St. Louis West***

1845 Borman Court, Suite 100  
St. Louis, MO 63146-4126  
314-340-4621; Fax: 314-340-4666  
TDD: 314-340-4656

### ***Springfield North***

613 East Kearney  
Springfield, MO 65803  
417-895-5863; 877-222-8965  
Fax: 417-895-5869; TDD: 417-895-7934

### ***Springfield South***

1735 West Catalpa, Suite C  
Springfield, MO 65807  
417-895-5720; 877-222-8967  
Fax: 417-895-5725

### ***West Plains***

3417 Division Dr., Suite 2  
West Plains, MO 65775  
417-256-8294; 877-222-8959  
Fax: 417-256-8479